NIH | Center for Information Technology

AT A GLANCE:
Anytime, Anywhere Communication and Collaboration

OVERVIEW

As the way people work evolves, the Center for Information Technology (CIT) at the National Institutes of Health (NIH) is helping you keep pace. We provide mobile access capabilities, file sharing and management tools, and a range of communication and collaboration tools to the NIH community that allow researchers, scientists, operations staff, and administrators to work when—and where—they need to. These tools encompass virtual meeting capability; voice and video communication; file storage, sharing, and management; instant messaging; email; and the ability to share your computer desktop. CIT also provides the infrastructure and performs the administrative and management tasks that allow these tools to function and be available to help NIH staff work effectively with colleagues—whether they're located locally, across the country, or around the world.

MOBILE ACCESS CAPABILITIES

Recognizing an increasingly mobile workforce, CIT offers a mobile device management (MDM) solution and file management tools to the NIH community that allow staff to access, share, and manage files from their mobile devices. The approved, supported tools include *Box*, *OneDrive*, and *SharePoint Online*. The MDM solution and file management tools provide anytime file access on mobile devices from any location that allows an NIH network connection—the office, home, laboratory, remote work site, or a conference location.

Additional mobile access capabilities are coming soon that enable staff to perform more work activities on their

mobile devices than ever before. Derived PIV Credentials (also known as PIV-D) brings PIV card functionality to NIH mobile devices, enabling staff to access PIV-protected web sites, sign and encrypt emails, and other capabilities previously only possible from a desktop or laptop computer.

COMMUNICATION AND COLLABORATION TOOLS

The ability to share data and collaborate is crucial to NIH's research efforts and to the business and administrative operations that support research programs. The tools CIT offers are easy to use, can reduce time and travel expenses, and help NIH staff work efficiently and collaboratively from almost any location. These tools include the following:

File Sharing and Management Tools

The file sharing and management tools described below are available on desktop and laptop computers as well as mobile devices. To use the tools on a mobile device, the device must be enrolled in NIH's mobile device management solution.

Box—Share files with external collaborators. Box is the NIH-approved tool for sharing files with colleagues outside of NIH. With Box, NIH staff can store, edit, and access files from a mobile device or desktop computer anytime from any location and securely share and collaborate on files and data with external collaborators. Box also integrates with Office 365.

OneDrive—Store and manage your files across devices. OneDrive allows you to securely store your documents, synchronize files across multiple devices, and access them on any of your devices. You can start a

document on your computer, save it to OneDrive, and continue to work on it from a mobile device. No more emailing yourself files! OneDrive also integrates with Office 365, and you can share a file with an NIH colleague.

SharePoint Online—Share team and project files. SharePoint Online is a cloud-based service that allows NIH project teams and workgroups to store, edit, and share files. You can share files and work simultaneously on documents with NIH colleagues.

Desktop Voice and Video

CIT's desktop voice and video solutions integrate your phone and computer to provide expanded functionality, including click-to-call capability, voice and video calls, video conferencing, instant messaging (also known as text chat), online presence, file and screen sharing, and call forwarding capabilities. The solutions use a VoIP phone and either Skype for Business (formerly known as Lync) or Jabber to integrate functionality. These services allow NIH employees to communicate using video or chat and share files or computer desktops in real time.

Livestreaming Events

To livestream the growing number of NIH events like speeches, presentations, or demonstrations to large groups, CIT offers a VideoCast service, which lets you broadcast your event in real time. Audience members only need to click a provided link to view and hear your event. Closed captioning is available, and your event can be archived for later viewing.

Virtual Meeting Spaces and Collaboration

Using Webex and Skype for Business, CIT provides Web collaboration services that allow you to create online meeting spaces for webinars and training as well as general and large-scale meetings (up to 1,000 participants). These virtual meeting spaces can include collaboration features like screen sharing and file sharing, a virtual white board, polling (for questionnaires, feedback), and breakout rooms. Meetings can also be recorded and saved for later viewing.

Video Teleconferencing

To connect physical rooms, CIT offers real-time voice and video conferencing between two or more conference rooms using a television-style signal. The connection can be used for speeches, presentations, and other video sources.

LEARN MORE

To see learn more about the file management and communication and collaboration tools CIT offers to the NIH community, contact your IC's Chief Information Officer, call the NIH IT Service Desk at 301-496-4357 (HELP), 301-496-8294 (TTY), or 866-319-4357 (HELP) or visit the following resources:

- Unified Communication and Collaboration (UCC) Decision Tool, an online resource that can help determine what video communication tool or service is needed for your meeting or event, available at https://video.nih.gov/decisiontool/

- CIT website: https://www.cit.nih.gov/solutions

- NIH IT Service Desk: https://itservicedesk.nih.gov